



August 6, 2020

Dear Customer:

C and D Utility, under Charlotte Water (CLTWater) supervision, is replacing water mains in your neighborhood.

In a heightened effort to maintain constant water service, Charlotte Water reassigned crews to focus on work that will cause the fewest interruptions in water service to customers.

For the **Crestdale Drive** (between Tanglebrook Lane to dead end) and **Pinestream Drive** (between Crestdale Drive to Trentwood Place) water outage, Charlotte Water will reduce the planned outage duration and number of customers affected to minimize disruption as much as possible. Your **water service** must be **temporarily interrupted** to make final connections.

DATES OF INTERRUPTION: Thursday, August 13, 2020
DURATION OF INTERRUPTION: 9:00 AM to 4:00 PM

If foul weather or some other unforeseen circumstances prevent completion of work, the scheduled **makeup date** is **Friday, August 14, 2020** with the same hours.

Once service is restored, you may experience water that appears slightly discolored. You may also notice a latent chlorine odor from disinfection of the new main. This is quite normal and temporary. To help with this process, run your **cold-water tap** for a short period of time. If water doesn't clear up after 15 minutes, please call the contacts below. The new main has been flushed and de-chlorinated, so it should not take very long for the appearance of the water to improve.

Please visit the project website by going to www.charlottewater.org. (Projects, Construction, Newland Road and Holly Street Water Pipe Replacement).

We apologize for any inconvenience this outage may cause and ask for your patience and cooperation as this project moves toward completion.

If you have any questions or your water service is off during times other than indicated above, please call the Project Inspector, Weston Fulp, at [980-259-1487](tel:980-259-1487), or myself at 704-336-7461.

Sincerely,
CHARLOTTE WATER

Olivier Veille
Olivier Veille, EI
Engineering Project Coordinator
Water & Sewer Replacement